

ATTACHMENT 3 - MLDP Service Level Agreement (SLA)

The MLDP application is being rewritten to include new functionality and new business rules. This rewrite gives TPWD the opportunity to provide a high availability architecture to the system to improve system uptime for internal and external users.

Below are definitions of Service Levels for application availability and response time for application outages.

Severity Level	Description	Example
Severity 1	A major fault causing serious disruption to business activity and preventing the use of the MLDP Application for the purpose for which it was designed.	<ul style="list-style-type: none">• MLDP Application 100% down• Unable to get into the system at all
Severity 2	Significant fault causing the service not to operate in accordance with the specification but still usable with difficulty (e.g. by means of a work-around solution), with some disruption to business activity	<ul style="list-style-type: none">• Emails not being sent
Severity 3	Minor fault causing the application to not operate completely in accordance with the specification but with no disruption to business activity	<ul style="list-style-type: none">• Cannot enter a new site• Cannot add a new person• Email formatting problem• Report is not correct

Outage Maximum Time

The maximum time for an outage is “how long can the business tolerate a MLDP application outage of the different severity levels”. Consider both internal and external customers for this service level setting.

User Requested SLA's

Description – Outage Maximum Time		Resolution
Maximum Outage time during business hours (M-F 9 to 5 except holidays)	Severity 1	1 Hour
	Severity 2	4 Hours
	Severity 3	8 Hours
Maximum Outage time during non-business Hours	Severity 1	2 Hours
	Severity 2 to 3	8 Hours

Target Response/Status Updates to an Outage

The target response time is the time taken by the Vendor to respond/communicate the status for a reported problem, and to confirm with the Customer that the problem is being managed. Target response time does not specify when an issue will be resolved. The starting point for the target response time is the time recorded when the Customer reports the problem to the TPWD Helpdesk or the Vendor, either by phone, email, or trouble ticket system. The finishing point is when the TPWD Helpdesk or the Vendor calls or emails the TPWD contact to progress the call. TPWD and the Vendor will use its reasonable efforts to meet the target response times detailed below:

Description – Response/Status Updates to an Outage		First Response	Updates Every
Target Response time during business hours ((M-F 9 to 5 except holidays)	Severity 1	30 Minutes	30 Minutes
	Severity 2	1 Hour	1 Hour
	Severity 3	4 Hours	4 Hours
Target Response time during non-business Hours	Severity 1	1 Hour	4 Hours
	Severity 2	4 Hours	4 Hours

SLA's response times and parameters will be reviewed every 6 months.